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PI/PST Process Maturity Model What's A Rubric?

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PI/PST MM

CHARACTERISTICS

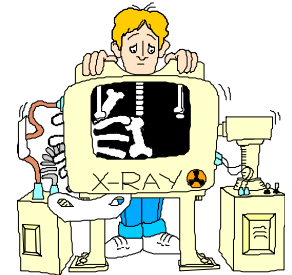
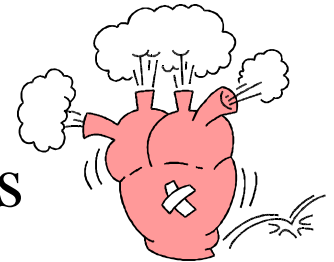
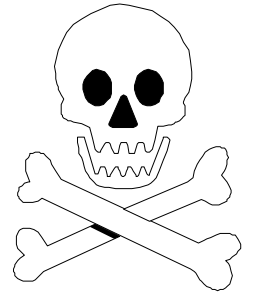
- Easy to use
- Practical process improvement tool
- Follows the performance cycle
- Takes advantage of Carnegie Mellon model attributes (why invent when theft is so easy?)
- Covers the role of the Program Integrator and the Program Support Team
- Applies to ACAT I-III weapon systems

Defining a Maturity Model

- It's a rubric - takes *objective* data and makes it *subjective* again OR operationally defines a hierarchy with non-quantifiable criteria
 - *Objective*: Do we play well with others?
Yes, Sometimes, or No?
 - *Subjective*:
 - *Level 3* = *Yes*
 - *Level 2* = *Sometimes*
 - *Level 1* = *No*

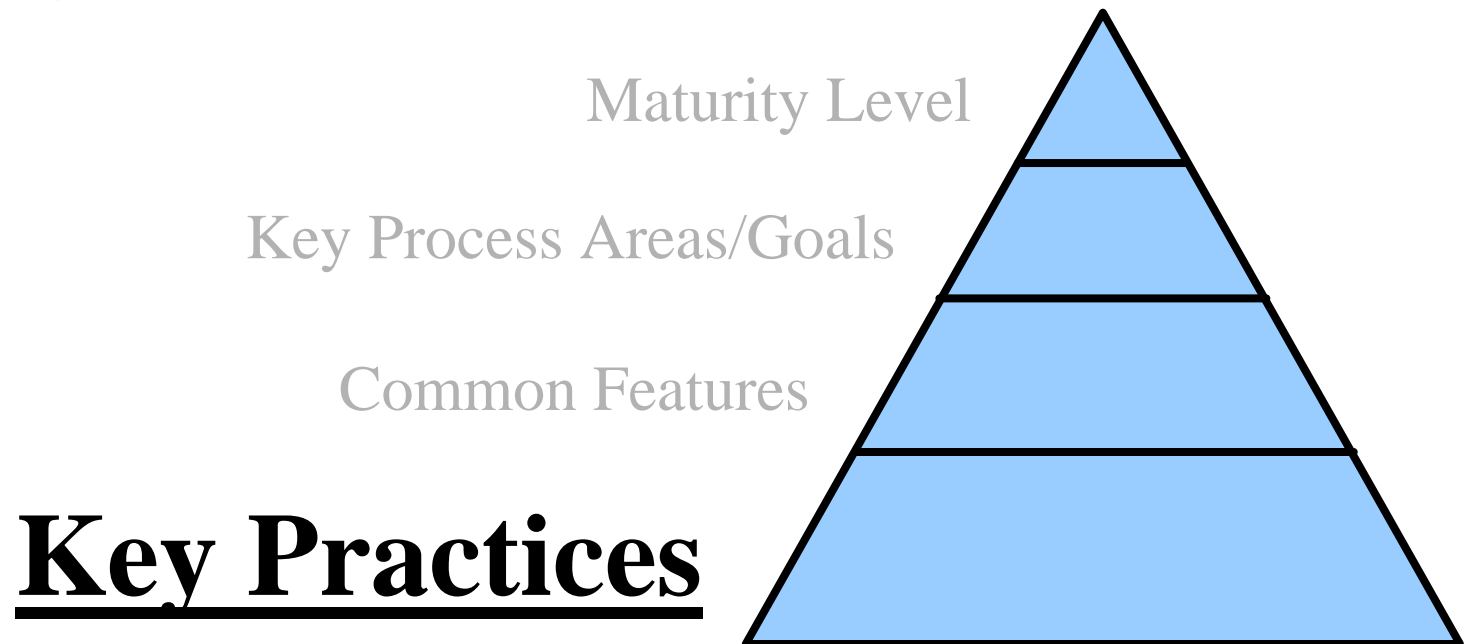
Maturity Model for a Surgeon

- **Level 1** - No parts working, left loose ends, many parts left over, cuts on own arms, scratches in table.
- **Level 2** - Some parts are now working, some leftovers, no cuts on arms, some minor scratches to table.
- **Level 3** - Everything is working, no parts left over, no cuts on arms or scratches on table.
- **Level 4** - Everything is working flawlessly, found an unused part to use as a transplant in another patient, had time to get in 18 holes!



Using a Maturity Model

- It's simple. Unless you're building one - forget everything except the bottom line - i.e., what are the activities/key practices required to attain the next higher level (from where you are today)



PI/PST Process Maturity Model

Maturity levels - A maturity level is a well-defined evolutionary plateau toward achieving a mature - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Bookmarks Netsite: <http://www.dcmc.hq.dla.mil/teaminfo/dcmcpa/pi-pst-mm.htm>

Program Integration/Program Support Team Process Maturity Model



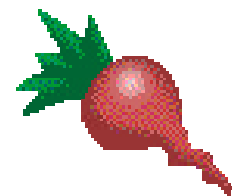
Use of the PI/PST Process Maturity Model (PMM) - The PI/SPI's role within DCMA is to provide the Service Program Manager (PM) with timely information, actions and recommendations to assist and help influence successful program execution.

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The Myth of Maturity

- **Performance is determined by maturity levels - truth is:**
 - Superior performance can be achieved at any maturity level
 - However, it's much much more likely to occur at higher maturity levels
 - And is much more likely to occur consistently at higher maturity levels because... (test question - later in presentation)?

Use of the PI/PST Process Maturity Model

- **Consistent product quality (customer needs):**
 - **Key practices** provide sufficient detail to achieve process consistency and thus product consistency - think of key practices as process drivers or enablers

Use of the PI/PST Process Maturity Model

- **It's a tool but not a club**
- **For self-improvement**
- **For the CMO not the IOA Team**
 - IOA guidelists and process maturity model must be consistent though - they will be
 - Model designed so that Level 3 would result in full compliance with all facets of One Book policy

Use of the PI/PST Process Maturity Model

- **Ready to use (and approved)
strategy for process improvement**
 - This is really the bottom line to the whole thing
 - See where you are - evaluate not for a determination of Level but what needs to be done next to increase the process maturity and thus process results - put those to-do's in your performance plan

The Myth of Maturity Uncloaked

- **And is much more likely to occur consistently at higher maturity levels because...**

We graduate from managing by individual intuition and experience at lower maturity levels to managing a defined process at higher levels

- **Answers:**
 - **Fit for Print: Marty**
 - **Politically Insensitive: Richard**